



Internship Opportunity: Order Processing & Customer Service Administrator

Zaytoun is recruiting for two internship placements:

- **10-month internship** starting July 2026
- **4-month internship** starting November 2026

Location: Chancery Lane, London (On-site with some hybrid working possible by prior arrangement)

Hourly rate: London Living Wage £14.80 per hour

Hours: Full-time, Monday - Friday (5 days/week; 35 hours/week)

Reports to: Operations Director

About Zaytoun

Zaytoun CIC is a pioneering and successful social enterprise founded in 2004 to support the resilience of Palestinian communities through fair trade. 100% of the company's profits are reinvested into furthering this mission. Zaytoun is the UK's leading brand of fairly traded Palestinian produce with a product range that includes olive oil, Medjoul dates, za'atar, maftoul, freekeh, almonds, soap, and bath salts.

We're a small team of 6 staff members who work closely together on a collaborative basis.

About the role

Zaytoun is looking for two interns in Order Processing and Customer Service to support our team starting in July, with a second internship starting in October. These roles are ideal for someone organised, proactive, and confident in customer service, order processing and general administration.

These are paid internships, with the potential to extend beyond the initial contract period, subject to business needs and performance.

Order Processing & Customer Service

- Enter and check customer orders, ensuring they are processed accurately
- Liaise with our warehouse and hauliers on deliveries
- Respond to routine customer enquiries by phone and email

General administration

- Maintain databases and spreadsheets
- Organise mail-outs, parcels, and courier bookings
- Provide admin support for events and other projects as needed

- Provide general administrative support across operations, customer service, and basic finance tasks

Finance administration (training provided)

- Process, file, and organise invoices and receipts
- Assist with chasing overdue payments
- Send invoices/statements to customers
- Bank reconciliation

This list is indicative, not exhaustive - we're a small team and everyone helps where needed.

About you:

- Experience in customer service, order processing, or general administration
- Good attention to detail
- Prompt, reliable with a good work ethic
- Organised, methodical, process-driven
- Excellent communication skills - both verbal and written
- Friendly phone manner – comfortable interacting on the phone
- Proactive, adaptable, and keen to learn
- Interest in finance/accounting (desirable, not essential)
- IT literate (Microsoft Office, Outlook, Excel, Word, data entry - ideally UnLeashed)
- Enthusiasm for Palestine, fair trade, and Zaytoun's mission

Why join us?

- Paid, full-time internship
 - Practical experience in customer service, order processing, operations and finance within a small mission-led business
 - Training in basic finance and accounting tasks
 - A friendly workplace within a small team
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How to apply

Please send your CV and a cover letter to jobs@zaytoun.uk indicating which of the two roles you're applying to, with the subject line "**Internship: Order Processing & Customer Service Administrator**".

We will review applications on a rolling basis and may close the position as soon as we find the right person.

Equal opportunities: Zaytoun is an equal opportunities employer. We welcome applications from all backgrounds and experiences.

Eligibility: Applicants must be resident in, and have the right to work in, the UK